



PERFORMANCE EVALUATION – SIGNATURE SHEET

MISSION

To make Tempe the best place to live, work and play.

VALUES

People... Integrity... Respect... Openness... Creativity... Quality...

TEMPE TEST

Have I done everything today The Tempe Way?

Overall Rating:

Employee Name:	Employee I.D.
Department:	Division:
Section:	Review:
Position:	Hire Date:
Rating Period: From	To

RATER: This evaluation represents my best judgement regarding the performance and capability of this employee.	Name: Signature: Date:
EMPLOYEE: I certify that this report has been reviewed by me. I understand that my signature does not necessarily mean that I am in agreement with this evaluation.	Signature: Date:
DIVISION DIRECTOR: I have reviewed and hereby endorse this evaluation.	Name: Signature: Date:
DEPARTMENT MANAGER: I have reviewed and hereby endorse this evaluation.	Name: Signature: Date:
HUMAN RESOURCES DIRECTOR: (Required for overall ratings of "N" or "E")	Name: Signature: Date:

PLEASE ATTACH TO THE FRONT OF THE PERFORMANCE EVALUATION FORM

Employee Name:

Employee I.D.

PERFORMANCE EVALUATION FORM

Instructions for filling out this form on the computer:

- Please complete each of the shaded answer boxes.
- Use either the tab key or the computer mouse to navigate on the screen.
- The rating sections contain drop-down boxes (note the Rating Scale below).
- Complete all the sections: Signature Sheet, Summary, Self-Assessment, and six (6) numbered sections.

Attach the Performance Evaluation - Signature Sheet to the front of the Performance Evaluation Form.

RATING SCALE:

Does Not Meet Job Standards N	Full Performance A- A A+	Exceptional Performance E
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*Select N/A in rating box if an area does not apply.

1. Work Product

N A- A A+ E

Supporting Values: Creativity, Quality, Integrity, Respect. Measures the quality, quantity, accuracy, timeliness, and completeness of work performed including the degree of supervision required, the commitment to effective service and standards, and how well work is planned and prioritized.

	Rating
• Communicates verbally in an effective, clear and appropriate manner	
• Written communication is grammatically correct, readable, coherent, well researched, and includes appropriate information	
• Consistently performs work accurately and completely	
• Assumes personal responsibility for completion of assigned tasks on or before deadlines without being reminded	
• Takes the initiative to anticipate problems and improve service to both internal and external customers	
• Completes an amount of work essential to the accomplishment of departmental goals	
• Plans and prioritizes work effectively	
<p><i>Rating Explanation:</i></p>	

2. Openness

N A- A A+ E

Supporting Values: People, Creativity, Quality, Integrity, Respect. Measures effectiveness in working with others and helping co-workers succeed; demonstrates ability to be supportive and flexible contributing to the overall success of the department.

	Rating
· Shares information and expertise with coworkers and supervisor	
· Accepts suggestions and supervision in a cooperative and positive manner	
· Seeks continuous improvement by identifying and trying work methods that will improve service or efficiency	
· New and additional assignments are accepted and performed with enthusiasm	
· Provides encouragement and assistance to co-workers and supervisor	
· Approaches challenges and problems in a positive manner (actively seeks to avoid negative influence in the work group)	
· Directs talent and effort towards the needs of the department and accomplishment of the goals of the work group	
<i>Rating Explanation:</i>	

3. Customer Service / Quality

N A- A A+ E

Supporting Values: People, Creativity, Quality, Integrity, Respect. Measures demonstrated ability to be courteous, efficient, informed, available, tactful, and diplomatic representing the department and the city in a positive manner to both internal and external customers.

	Rating
· Treats both internal and external customers with courtesy, patience, respect, and diplomacy	
· Demonstrates confidence and job knowledge in service delivery	
· Looks for positive and creative solutions to solve customer problems	
· Is prompt in responding to customer inquiries or requests	
· Consistent in providing informed quality service to all customers	
<i>Rater Explanation:</i>	

4. Self Management

N A- A A+ E

Supporting Values: People, Quality, Integrity, Respect. Measures effectiveness and willingness to take responsibility for managing time and resources, taking maximum advantage of his/her talents, skills,

and expertise.

	Rating
· Continues to learn and develop skills and expertise	
· Manages work time effectively and productively	
· Reports to work properly groomed and maintains a professional appearance	
· Manages leave time and work hours effectively minimizing impact on the department	
· Complies with City and department policies	
· Maintains confidentiality of privileged records and information	

Rating Explanation:

5. Specific Department Activities

N A- A A+ E

	Rating

Rating Explanation:

Summary

Major Strengths:

Developmental Goals:

Employee's Comments:

6. Supervision/Management

N A- A A+ E

accomplish goals and produce results through leading other employees, providing development opportunities, and facilitating a positive work environment.

	Rating
· Delegates the responsibility and authority for employees to effectively execute their duties	
· Evaluates and communicates employees' performance effectively providing guidance for improvement	
· Treats employees fairly and consistently	
· Encourages employee development through educational opportunities and job assignments	
· Identifies problems early and takes corrective action	
· Provides a work environment that encourages employee suggestions for improvement	
· Manages the work unit's manpower and resources for optimal effectiveness	
· Promotes the goals of the organization and is a supportive member of the management team	
· Communicates and enforces City and department policies, procedures and work rules.	
· Maintains a work environment free of bias and harassment through example and enforcement; makes employment decisions on job-related factors only.	
<p><i>Rating Explanation:</i></p>	

Employee Name

Self Assessment

My major accomplishments were:

I would like to have been more successful in the following areas:

My objectives for the coming year are:

My impact on the organization was as follows (your impact is that which would probably not have happened in your absence):

Employee's Signature

Date